

# 211 California Annual Report 2018



211 California hereby files this Annual Report to the Director of the Communications Division of the California Public Utilities Commission pursuant to Decision 11-09-016, Appendix A.

**I. Discussion of Lead Entity's Compliance with these and all other rules governing the performance of its duties:**

211 California certifies that it was in compliance with the requirements set forth for the Board of Directors under section 2.a.i - 2.a.v and 2.b.i during 2018.

**List of Board of Directors for 2018:**

1. Gary Madden, Director, 211 San Bernardino County, United Ways of the Inland Empire
2. Maribel Marin, Executive Director, 211 Los Angeles County and President, CAIRS
3. John Ohanian, President and CEO, 211 San Diego County
4. Richard Abrusci, President and CEO, Goodwill Industries Sacramento Valley & N. Nevada (211 Sacramento and 211 Yolo)

**II. Review of activities performed in the past calendar year, including but not limited to those listed below in Item 5 of these rules:**

**A. Overseeing and monitoring the implementation of Alliance of Information and Referral Systems (AIRS) Standards, and any additional California-specific quality guidelines and performance requirements that 211 service providers develop with the Lead Entity:**

Monitored the adherence to AIRS Standards through tracking agency accreditations via annual communications with AIRS on agency Accreditation and staff Certifications. 211 of LA County and 2-1-1 San Bernardino County/Inland Empire United Way renewed their accreditation in 2018.

**B. Organizing a network for coordinated, mutual assistance response when faced with a local or regional disaster or emergency that would lead 211 call centers to receive more calls than they are able to answer:**

Organized and held 211 network meetings that included coordinating mutual assistance response for local or regional disasters or emergencies:

1. March 12, 2018 Joint Board/Network Collaborative Meeting
2. April 9, 2018 Joint Board/Network Collaborative Meeting
3. May 14, 2018 Joint Board/Network Collaborative Meeting
4. June 11, 2018 Joint Board/Network Collaborative Meeting
5. July 9, 2018 Joint Board/Network Collaborative Meeting
6. September 10, 2018 Joint Board/Network Collaborative Meeting
7. October 8, 2018 Joint Board/Network Collaborative Meeting
8. October 15, 2018 Annual Network Summit

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## 9. November 12, 2018 Joint Board/Network Collaborative Meeting

### **C. Soliciting, allocating, and managing funding for statewide 211 activities:**

Conversations were held with many stakeholders as to the future of 211 funding including CalFIRE and the California Department of Public Health. As 211 is still in the process of being implemented on a statewide basis even just for disaster-only service there are not full statewide vehicles for service currently available.

### **D. Determining methods for assuring coverage in counties not yet served by 211:**

The CPUC chose to manage the SB1212 implementation process independently instead of in partnership through 211 CA as was originally planned. The CPUC issued their own Request for Proposals to bring disaster coverage to those not served.

211 CA continued through the year to be engaged with all unserved counties and their stakeholders to educate them and assist in their future implementation as well as encourage the development of full 211 systems in those counties.

### **E. Negotiating on behalf of 211 service providers with statewide and regional agencies and organizations that may be interested in contracting for services that span more than one 211 call center coverage area:**

Ongoing development and implementation of a multi-county collaboration with transportation authorities for 211 Ride, a portal that contains both the daily public transportation schedule for all public transportation services and the 211 database transportation resources like all dial-a-ride, shuttles, etc. Current Counties participating in this project include Riverside, San Bernardino, Los Angeles, Orange, and Contra Costa Counties.

### **F. Providing oversight and management to those statewide and regional contracts that are established:**

No statewide contracts were active/procured during this time period.

### **G. Collecting, analyzing and reporting data regarding call volume and outcomes, contract monitoring, staff training, quality control, gap analysis, and other areas as mutually agreed:**

211 CA produced data reports on problem needs, and 2-1-1 calls/texts/emails handled annually by each 211 state-wide entity and overall. Staff visited multiple call centers to understand their training, quality standards, and challenges. Through 211 CA, individual 211 systems were able to share and receive input/feedback on efficiencies.

### **H. Setting up a redundant statewide telecommunications systems through the 211 Emergency Network operating in California:**

No activities were conducted during this time period.

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- I. Because Emergency Response and Recovery Only 211 services are complementary to first responder and other emergency services, coordination is primarily focused around procurement and/or verification of information that needs to be communicated to impacted residents and the general public. In addition to receiving California Emergency Management Agency incident reports, a Lead Entity will work to get placed on the alert notification systems or web based emergency operations center (Web EOC) management databases of local emergency management agencies in unserved areas. A Lead Entity will communicate with these local emergency management agencies to inform them in the event of a disaster, the statewide 211 network has been activated so that they can alert and inform the public about 211 service availability.**

Coordinated with EOCs from multiple counties regarding various fire, weather, disaster and public health related events.

- J. Perform call analysis and assess effectiveness and penetration of disaster related information within county or locality served:**

No activities were conducted during this time period.

- K. Act as liaison with governmental, non-governmental, and voluntary organizations that 211 service providers work with during both normal periods and emergencies:**

Acted as a liaison with organizations such as California State Association of Counties, California State Sheriffs Association, Rural Counties Representative of California, CalFire, United Way WorldWide and others.

Provided advocacy and consultation to multiple state and locally elected officials.

- L. Ensure that the public is aware of 211 service during an emergency, develop a redundant statewide 211 telecommunications system throughout California:**

Presented multiple times to local elected and appointed officials in an effort to educate the public to use the 211 system during an emergency in lieu of offering multiple ten-digit numbers. Participating in post-emergency debriefs with multiple counties on their use of the 211 networks.

- M. In order to ensure the provision of the 211 service during an emergency, develop a redundant statewide 211 telecommunications system throughout California:**

During each disaster, the 211 CA network was fully activated to assist in the handling of overflow call and texting services.

- N. Develop an infrastructure and trained staff familiar with the populations that will be served by 211 during both normal periods and emergencies:**

Open communication via email updates and network calls amongst 211 CA network members to ensure all stakeholders and other call centers assisting were fully informed.

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- III. Within 60 days of the end of a declared emergency, a Lead Entity must electronically serve any reports issued to other agencies by it and its members regarding a specific declared emergency, to the Director of Communications Division and its successor divisions.**

Received after action reports were properly served to the CPUC.